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中小企業人力資源管理效能對員工忠誠度之影響研究---

以組織變革認知為中介變項

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摘要

面對競爭日益激烈的外部環境，中小企業必須重視組織變革，如何從變革中創造成功優勢，儼然成為所有企業之熱門議題。本研究旨在探討人力資源管理效能、組織變革認知與員工忠誠度之關係。以中小企業為研究母群，共寄發問卷 400 份，回收 342 份，整體問卷回收率為 85.5%。運用 LISREL 分析回收資料後發現：人力資源管理效能會顯著且正向的影響員工忠誠度；其也會顯著的影響組織變革認知，但組織變革認知並未顯著的影響員工忠誠度，且其中介效果並不成立。

關鍵字：人力資源管理效能;組織變革認知;員工忠誠度

Abstract

Facing the increase of exterior environment competition, the small and medium-sized enterprises have to change the organization, and to create the successful advantages from changing. The main purpose of this study was to understand the relation among human resource management effectiveness, employee loyalty, and organization change recognition. In order to achieve the research goal, we sent 400 questionnaires to the small and medium-sized companies in Taiwan, and 342 valid questionnaires were returned. Otherwise, LISREL was used to analyze the data. The main findings included that HRM effectiveness had a positive and direct impact on employee loyalty, HRM effectiveness also had a positive and direct impact on organization change recognition. However, organization change didn't have mediating effect between HRM effectiveness and employee loyalty.

Key words: Human resource management effectiveness;
Organization change recognition; Employee loyalty